

**BY ORDER OF THE COMMANDER**  
**552D AIR CONTROL WING (ACC)**

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**INSTRUCTION 10-2501**



**10 SEPTEMBER 2014**

**Operations**

**552 ACW ATHOC PROCEDURES**

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**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements Air Force Policy Directive (AFPD) 10-25, *Air Force Emergency Management Program Planning and Operations*. It provides guidance on how the AtHoc Installation Warning System (IWS) will be utilized by the 552d Air Control Wing (ACW) and directions on how and when it is required to be updated with personal information. It also implements policies to allow for rapid dissemination of emergency and essential information required by AFI 10-2501, *Air Force Emergency Management Program Planning and Operations*, and Tinker Air Force Base Instruction 10-205, *Emergency Notification Procedures*. This instruction is directive and applies to all units assigned to the 552 ACW. It does not apply to Air Force Reserve Command (AFRC) and Air National Guard (ANG) units, except where noted otherwise. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF IMT 847s through publications/forms managers. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW AF Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Information System (AFRIMS) Records Disposition Schedule (RDS) or any updated statement provided by the AF Records Management office (SAF/CIO A6P).

**1. General Information.**

1.1. All Air Force installations must have the capability to disseminate emergency information and warn all personnel immediately, which is defined as no longer than 10

minutes after incident notification and verification. Such emergency information includes Force Protection Conditions (FPCON), watches, warnings, evacuation routes and other alerting information to meet DOD and Federal warning requirements. Personnel notification is accomplished using the Installation Notification and Warning System (INWS). The INWS is comprised of a combination of methods and systems for notifying installation personnel.

1.2. AtHoc is one component of the Tinker AFB INWS and provides the installation populace with essential emergency notifications such as: FPCON/readiness condition changes, anti-terrorism warnings, emergency public safety announcements, personnel recall/accountability requirements, severe weather occurrences, and other critical information at the direction of the 552 ACW/CC or 72 ABW/CC.

1.3. AtHoc offers a broad range of capabilities to quickly disseminate information to include: computer pop-up messages, giant voice announcements, email messages, text messages and automated calls to work/home/mobile devices. Mass notifications utilizing the automated calling and text messaging features will be restricted to dangerous and time critical situations that require immediate action (tornado warnings, active shooter events, base closures/evacuations, etc.).

1.4. Privacy Act 1974 as amended applies to information input into AtHoc and will be protected IAW AFI 33-332 and DoD 5400.11-R. Personal contact information is for Official Use Only (FOUO) and will not be released to any other party.

## **2. 552 ACW Command Post (CP) Responsibilities. The 552 ACW CP will:**

2.1. Ensure all Quick Reaction Checklist (QRC) scenarios are pre-built on the AtHoc server to expedite notifications.

2.2. Implement AtHoc notifications IAW AFIs, base plans, and wing instructions.

2.3. If requested, provide leadership AtHoc end user reports. The CP can provide SQ commanders, deployment/readiness shops, etc. with reports that indicate what contact information individuals have provided.

2.4. If requested, provide leadership AtHoc notification and acknowledgement logs. AtHoc is capable of providing reports indicating what time individuals were notified, what methods were used to notify them and if that person acknowledged the notification (if applicable).

2.5. Notify 72 ABW/CC and 552 ACW/CC if AtHoc becomes unavailable (NIPR outage, server connectivity, etc.).

2.6. Send a monthly AtHoc computer pop-up reminder for all personnel to verify their contact information in AtHoc.

## **3. 552 ACW Personnel Responsibilities.**

3.1. Personal AtHoc accounts are automatically created once personnel log onto the Tinker NIPR network, however, personal contact information is initially blank. All 552 ACW personnel will provide contact information for the following devices: work phone, work email, home and/or mobile phone, personal email, and text message number if applicable. If devices are not applicable (i.e. someone does not have a home phone), personnel will input "N/A" for that device. Individuals will verify the accuracy of their personal contact information monthly.

3.2. AtHoc user accounts are managed by an automated function that deletes accounts if users do not log onto the Tinker NIPR network for 30 days. When a user returns from a deployment or TDY greater than 30 days and logs into the Tinker network their account will automatically be recreated. Although they may have provided contact information in the past, they must re-input their contact information since it is deleted along with their account after 30 days of inactivity.

3.3. AtHoc allows users to prevent notifications being sent to personal devices when in crew rest, on alert and while deployed. Users must log into the AtHoc system and select one of these options when applicable as well as unselect it when these categories no longer apply. Routine notifications (winds, lightning, recalls, exercise data, etc.) will be filtered when one of these options is selected. The CP will override this filter for real world emergency situations (tornado warnings, active shooter, etc.) to ensure maximum dissemination.

3.3.1. Crew Rest. Individuals in crew rest will select this category to prevent routine notifications being sent to their personal devices. Users must deselect this option upon return to normal duty.

3.3.2. RP-15/RP-3. Individuals filling these roles will select the appropriate category upon assumption of alert duty. Selecting one of these alert choices will prevent routine notifications from being sent to personal devices. Additionally, selecting the appropriate alert option gives wing leadership the ability to send notifications/activation messages directly to those on alert via AtHoc. Crewmembers who have not selected one of the alert options will not receive these AtHoc messages targeted specifically to alert crewmembers. Crewmembers must deselect this option upon return to normal duty.

3.3.3. Deployed. Users can select this option when deploying or going TDY in order to prevent routine notifications being sent to personal devices. Users must deselect this option upon return if the deployment/TDY is less than 30 days. If the deployment/TDY is greater than 30 days, the account will be automatically deleted and individuals must re-enter their personal contact information when logging into the Tinker NIPR network again.

**4. AtHoc Update Procedures.** The following are instructions on how to update a user's information (name, rank, organization, phone numbers, email, etc.) and current duty status (crew rest, alert, deployed/TDY):

4.1. In the lower right hand corner of the task bar (immediately left of the time and date), click on the small up arrow to show hidden icons. A window will expand showing the hidden icons. Left or right click on the purple glove icon to display a list of options. Select "Update My Info," "Access Self Service," or "Update My Device Info" and you will be taken to a web page to update your personal information.

4.2. "My Info" Tab. All information in this tab is required. Update/verify the following are correct:

4.2.1. First and last name. Username will be the DOD ID number on the back of the CAC card.

4.2.2. Organization Hierarchy. The blue link to the right of "Tinker AFB" is your organization hierarchy. Click the link, navigate to your organization and click save.

- 4.2.3. Affiliation Information. This includes duty status, branch, and pay grade.
- 4.2.4. Organization Information. This includes your organization and office symbol.
- 4.2.5. Base Location Information. This includes building and room numbers.
- 4.2.6. Click “Save” at the bottom of the window before proceeding to the next tab.
- 4.3. “My Device Info” Tab. Fill in all applicable data (work phone, mobile phone, home phone, text message number, work and home emails). Do not enter the same number in the mobile and home phone fields or you may get called twice on the same device. If you do not have one of the listed devices put “N/A” in the appropriate field. Click “Save” at the bottom of the window before proceeding to the next tab.
- 4.4. “Crew Rest / RP” Tab. As duty status changes, individuals will check the appropriate field to indicate if they are on crew rest, alert status or deployed/TDY. Click “Save” at the bottom of the window before exiting the web page.
- 4.5. After all updates are complete, verify that all of your information has saved to each tab before you close the AtHoc self-service window.

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**Attachment 1**

**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION**

***References***

**AFI 10-2501**, *Air Force Emergency Management Program Planning and Operations*, 10 May 2013

**AFPD 10-25**, *Air Force Emergency Management Program*, 28 April 2014

**TAFBI 10-205**, *Emergency Notification Procedures*, 25 June 2014

***Prescribing Forms***

**AF Form 847**, *Recommendation for Change of Publication*